GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:656
ANSWERED ON:21.02.2003
FUNCTIONING OF CONSUMER COURT
ALE NARENDRA;JAYASHREE BANERJEE

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government have compiled latest data on the functioning of Consumer Courts in the country;

(b) if so, the total number of cases disposed of by these courts in each State during each of the last three years;

(c) whether the percentage of cases decided by the District Forum within the stipulated period of 90 days has come down from 32 per cent to a dismal 24 per cent;

(d) if so, the main reasons for such a low performance; and

(e) the steps being taken by the Government to improve the performance of Consumer Courts?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS,FOOD & PUBLIC DISTRIBUTION (SHRI SU MAHARIA)

(a) & (b): As per the information provided by the National Commission, the State-wise details of the cases disposed of by the State Commission and District Forums since inception are given in the Annexure. Year-wise details are not maintained.

(c) to (e): The disposal of cases by the consumer disputes redressal agencies in the country is mainly affected by the inadequate infrastructure, adjournments, non-filling up of the posts of the Presidents/Members in the consumer disputes redressal agencies. To remove these obstacles, some of the important steps taken for the speedy disposal of cases by these agencies are as under:-

(i) : One-Time-Grant of Rs. 61.80 crores provided to the States/UTs by the Central Government to supplement their efforts to strengthen the infrastructure of the consumer disputes redressal agencies;

(ii) : Monitoring of the working of consumer disputes redressal agencies through the National Commission;

(iii) : States and Union Territories requested to take prompt steps to fill up vacant posts of President/Member in the consumer disputes redressal agencies and maintain a panel of suitable candidates for appointment as President/Member;

(iv) : The Consumer Protection Act, 1986 has recently been amended in 2002 mainly to facilitate the quicker disposal of complaints by enhancing the capabilities of the consumer forums, strengthening them with more powers, streamlining the procedures and widening the scope of the Act. Among various important amendments made to facilitate quicker disposal of cases include the procedures for selection of the Members of the State Commission and President and Member of the District Forum have been amended for uninterrupted selection of the Members of the State Commission and President and Member of the District Forums so as to fill up vacant post of the State Commission and the District Forums in time. A provision has also been incorporated in the amendment to empower the senior most Member to perform as President in the absence of the regular President of the National Commission, State Commission and the District Forum for smooth and uninterrupted functioning of these forums.

ANNEXURE

STATEMENT REFERRED TO IN REPLY TO PART (a) & (b) OF LOK SABHA UNSTARRED QUESTION NO. 656 FOR ANSWER ON 21/2/2003 REGARDING FUNCTIONING OF CONSUMER COURT

State-wise details of cases disposed of by the State Commissions and the District Forums since inception.

State /UT of by the State Commission since inception	Cases disposed since inception	Cases disposed of by the District Forums

Andhra Pradesh	11472	117976
A & N Island	27	237
Arunachal Pradesh	15	179
Assam	685	5702
Bihar	3021	36474
Chandigarh	3206	20879
Chhattisgarh		12853
D & N Haveli	0	23
Daman & Diu	0	37
Delhi	14866	100271
Goa	1107	3382
Gujarat	6566	52608
Haryana	12644	82568
Himachal Pradesh	6552	29168
Jammu & Kashmir	3444	8247
Jharkhand		11179
Karnataka	9709	63289
Kerala	14185	118927
Lakshadweep	9	38
Madhya Pradesh	10727	60644
Maharashtra	12172	88426
Manipur	41	774
Meghalaya	78	252
Mizoram	50	911
Nagaland	15	21
Orissa	5546	44769
Pondicherry	591	1918
Punjab	7490	54070
Rajasthan	10498	153087
Sikkim	21	119
Tamil Nadu	10067	57167
Tripura	278	949
Uttar Pradesh	9285	200227
Uttaranchal		
West Bengal	6056	39117